

DATA DRIVEN CONFIGURATION OF CALL
MANAGEMENT APPLICATIONS

ABSTRACT OF THE DISCLOSURE

5 A call manager uses a call management application in conjunction with a live
dial database to control routing of calls for managed devices. To generate the live dial
database, the call management application accesses configured route patterns and
enters these patterns into the live dial database. Upon identifying an expansion
indicator in a configured route pattern, the call management application accesses dial
plan data that includes multiple route pattern definitions that each define a pattern
using one or more sub-strings and, for each sub-string, an associated tag. The call
management application then enters patterns defined by the route pattern definitions
10 into the live dial database based on various other criteria established for the
configured route pattern having the expansion indicator.